Interpersonal and Communication Skills at the Workplace





About us

Who we are

The Centre for Continuing and Professional Education (CPE) was established in 1999 to provide continuing professional education and lifelong learning opportunities for University's staff, students, alumni and the public. As part of TAR UMT's commitment to continuing education and lifelong learning, CPE is entrusted with designing, developing and delivering various activities, workshops and programmes to meet the diverse learning needs of multiple parties.

About This Training

In a recent survey by the renowned Katz Business School, recruiters from companies with more than 50,000 employees said that communication skills were the most important decisive factor in choosing managers. Another main factor contributing to job success is the ability to work with others, which also requires communication skills. Communicating effectively is, therefore, essential if you want to build a successful career. You will need to understand your message, what audience you are sending it to, and how it will be perceived. It'd be great if you communicated your thoughts and ideas effectively. You must also weigh in the diverse circumstances surrounding your communications, such as situational and cultural context.



Date and Time

12 - 13 April 2023 Wednesday to Thursday 9 AM to 5 PM



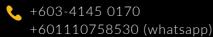
Training Venue

TAR UMT Jalan Genting Kelang, Setapak 53300 Kuala Lumpur



Trainer

Irene Choong





COURSE CONTENTS



COMMUNICATION
HUMAN RELATIONS
STYES OF
COMMUNICATION



THE ASSERTION THEORY

TECHNIQUES OF

COMMUNICATION

HANDLING CRITICISM



IMPACTFUL QUESTIONING METHODS

SUCCESS FORMULA

Introduce our Trainer

Irene Choong

Irene has been a trainer for close to twenty-five years. She holds a Masters's in Training and Human Resource Development (MTHRD) USA and a Bachelor of Arts (Hons) degree from the University of Malaya. Irene is a Director and Consultant/Trainer of Pinnacle Performance, founded in 1993. Irene is a Certified Neuro-Linguistic Programming (NLP) Practitioner and a Certified Professional Trainer (CPT) from MIM. She also holds a TAE40116 Certificate IV in Training and Assessment (Australia), a Work-Based Certification recognised within the Australian Qualifications Framework. She is also a Certified Masteries Practitioner Coach certified by the International Association of Coaching (IAC). She has accumulated vast experience in the field of management, communications, marketing and customer service, having served in various management capacities in multiple industries. Her corporate background in multinational firms instilled an invaluable experience in understanding the work issues facing the participants that attended her training, mainly from the manufacturing, service and retail sectors. Irene has facilitated many workshops for managers, executives and support staff from corporate clients, the public sector, GLCs and NGOs. Some of her specialized fields include Leadership, Supervisory skills, Coaching, Customer Service, Executive Development Programs, Teambuilding, Emotional Intelligence and Professional Administrators Course. Her strengths lie in her ability to engage her participants through a strong command of Bahasa Malaysia and English. An enthusiastic and lively speaker, Irene has been awarded the title of Competent Toastmaster (CTM) and Competent Leader (CL), awards given in recognition of competence & leadership in the Toastmasters movement.



for enquiry

Click/Scan

Contact Us







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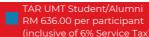
Venue: TAR UMT, Jalan Genting Kelang, Setapak, 53300 Kuala Lumpur

Date: 12 - 13 April 2023 (9.00 am - 5.00 pm)

REGISTRATION FORM

Fees:

RM 795.00 per participant (inclusive of 6% Service Tax)





The Manager

TARC Education Foundation (1033820M)

Tunku Abdul Rahman University of Management and Technology (TAR UMT)

TEL: 03-4145 0170 Email: training@tarc.edu.my

Dear Madam / Sir,

Please register the following participant(s) for the above programme: (To be completed in BLOCK LETTERS)

Name:	IC No. :	Nationality :
Email:	Mobile No. :	Designation :
Name :	IC No.:	Nationality :
Email:	Mobile No. :	Designation :
we will be claiming under HRD Co University of Management and 1 circumstances. We will NOT BE CLAIMING from H transfer to Public Bank Account No. together with the workshop with the well and together with this registration form	orp Claimable Course and full payment would be Technology in the event that no disbursem IRD Corp. Payment will be made to account page 3181564113. Kindly submit your payment re	ojected to a cancellation fee of 50% cipant(s) or the overall attendance st if notified 24 hours prior to the I Technology reserves the right to rticipants of the changes. De made to Tunku Abdul Rahman ent from HRD Corp under any ayee TAR UMT by cheque or bank
bmitted by		
Name:	Designation :	Department:
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Email:	Telephone No. :	Mobile No. :
Email : Company Name:	Company Registration No.:	Mobile No. :
		Mobile No. : Date :
Company Name:	Company Registration No.:	